

# Aumentum Hosting Services

Turnkey hosting services to support the entire Aumentum software and hardware environment



**Aumentum**<sup>TM</sup>

TECHNOLOGIES

**Experienced Team • Trusted Partner • Innovative Solutions**



## ELIMINATE CHALLENGES **MAINTAIN CONTROL**

Turnkey hosting and maintenance services to alleviate the challenges of supporting internal software solutions, while ensuring business continuity. Aumentum Technologies delivers consistent budgeting to avoid the unexpected costs of replacing on-site hardware.



# Key Components

## Aumentum Administration

Complete support and maintenance of Aumentum system software as well as management of upgrades and integrated third-party applications.

## Hardware Administration

High-availability platform with hardware support for all servers and network infrastructure, as well as Microsoft OS and SQL Server support. We also perform network infrastructure load-balancing.

## Site Pre-Testing

Aumentum Technologies first builds a test site so customers can see exactly how Hosted Services performs before going live. The environment is custom configured to meet the computing and resources requirements of your jurisdiction and can be scaled dynamically to meet increased volumes and user requirements.

## Backup Administration

Execution and verification that system backups occur properly as often as dictated by the Service Level Agreement contract.

## Optimal System Performance and Reporting

24/7/365 monitoring of all Aumentum systems and applications to ensure optimal performance, including production, testing, and training environments. We also provide application tuning when necessary to maintain system performance and generate system performance reports when requested by County personnel.

## Disaster Recovery

Should a disaster strike, Aumentum Technologies immediately restores operations and/or provides remote access to users until county facilities are available.

## County Approval on All Changes

Notification each time a system update, patch, or upgrade is recommended with release notes on the benefits and considerations for the proposed change. As required by SSAE 16 guidelines, we then wait for customer approval before deploying any changes.

## Data Integrity Protection

Data and all instances for Aumentum systems remain within the continental United States.



# Key Benefits

Aumentum Hosted Services eliminates the challenges of supporting internal software solutions by providing Aumentum customers with turnkey hosting and maintenance of the entire Aumentum software and hardware environment. We remotely provide all system and user support from our secure, Tier-3 data center. The Aumentum hosting environment meets the Statement on Standards for Attestation Engagements Type II Requirements (SSAE 16).



## Free Internal Resources

Provides all the benefits of the Aumentum suite of applications while eliminating the need for an on-site server infrastructure and internal resources to support daily operations and ensure business continuity.



## Responsive Support

Eliminates the need for end users to negotiate with the internal IT team for technical support. Aumentum Technologies support responds quickly when contacted.



## Consistent Budgeting

Removes requirement to allocate budgets towards hardware purchases and hardware refreshes; all costs are included in the monthly hosting fee, which also gives counties a consistent cost for budgeting projections.



## Disaster Recovery

Ensures a reliable backup and business continuity plan in case of system failure or a disaster strikes. Aumentum services can be restored immediately and/or accessed from alternate locations and employee home offices.



## Expert Knowledge

Includes access to subject-matter experts with in-depth Aumentum experience — whether the need calls for operating system tuning, database administration, Aumentum support, or any other area of support expertise.



## 24/7/365 Monitoring

Removes the need for IT to monitor and manage Aumentum applications; we ensure the system functions and provide monitoring services 24/7/365.



## Current Data Testing

Database refreshes from production to test environments upon request so that fresh copies are available for application testing.





# Partner with Aumentum Technologies

Aumentum Technologies designs, develops, markets and supports a family of tax, valuation and records management solutions for county, city and township governments. For five decades our experienced team has focused on developing and delivering state-of-the-art software to our government customers. Through thousands of installations and deployments around the world, our customers have experienced the benefits of effective property administration, valuation, taxation and document recording for their constituents.



## Experienced

We've powered over 1,000 government offices with reliable, innovative solutions. With over 3,000 years of combined experience in collective software development, our staff developed the most in-depth tax solution available today.

We're dedicated to continually improving our products with your feedback. Through our user conferences, ongoing training, and innovation labs, we've heard your feedback about how to make our software work for you.

## Innovative

Our team of accomplished professionals develops the highest quality software products on the most modern and scalable technology platform.

We put our expertise to work for our customers across the country to help them better serve their constituents.

[aumentumtech.com](http://aumentumtech.com)

## Customer Spotlight

The Riverside County, California Assessor-County Clerk-Recorder's Office has thrived despite the ongoing COVID-19 pandemic. Within a week of lockdown orders, **75%** of the office was deployed remotely, increasing to **90%** within **15 days**. And despite the changes, **productivity increased by 5%**.

With Aumentum, your office has the ability to perform, regardless the circumstances.